

E-01345A-05-0816

ORIGINAL



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ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

4720

Investigator: Deb Reagan

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2006 - 54024

Date: 7/27/2006

Complaint Description: 08A Rate Case Items - Opposed

First:

Last:

Complaint By: Deborah J.

Lee

Account Name: Deborah J. Lee

Home: [REDACTED]

Street: [REDACTED]

Work:

City: [REDACTED]

CBR:

State: AZ Zip: 85323

is:

Utility Company: Arizona Public Service Company

Division: Electric

Contact Name: For assignment

Contact Phone: (602) 000-0000

Nature of Complaint:

*****E-01345A-05-0816*****

Customer sent the following e-mail -

Dear Commissioners,

This morning on the news I learned of a request by APS for an additional 14% rate increase. I don't understand why APS is constantly requesting the increases, when other electricity providers are not making these requests as frequently.

I'm a 43 year old single woman, earning less than \$20,000 a year. At this point, I almost feel as though I'm working to primarily pay for the privilege of having electricity in my home. I'm not kidding when I say that there are months when I forego groceries because I have to pay APS the already extreme rates they charge.

I'm begging you, please, please give the request of the APS rate increase your utmost careful consideration. Please keep in mind that consumers, like myself, are working hard to make honest living, struggling to make ends meet. Additionally, as a homeowner I don't have the opportunity to seek my services from another provider. There isn't another electricity provider in my neighborhood and moving into another providers area is not an option for me.

I even suggest that APS re-examine their pay structure & perhaps take a pay reduction in certain fields as pilots have done in the past versus squeezing the consumers for every dime we earn.

Sincerely,
Deborah J. Lee

[REDACTED]

End of Complaint

RECEIVED
2006 JUL 27 P 12:04
AZ CORP COMMISSION
DOCUMENT CONTROL

Arizona Corporation Commission

DOCKETED

JUL 27 2006

DOCKETED BY [Signature]

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Utilities' Response:

Investigator's Comments and Disposition:

Following e-mail response sent to customer -

Ms. Lee -

Thank you for your recent e-mail to the Corporation Commission. It has been assigned to me for a response. I am a Consumer Analyst in the Utilities Division.

Your e-mail regarding the APS rate case will be placed on file with the Docket Control Center of the Arizona Corporation Commission to be made part of the record. The Commission will consider your comments before a decision is rendered in the Company application.

The concerns raised in letters and e-mails received from customers will assist the Commission in the investigation and review of the rate application. The Commission's independent analysis of the utility and its rate request attempts to balance the interest of the utility and its customers.

Commission Staff is very sensitive to the burden that high utility rates can place on the consumer, and though constitutionally required to allow a fair return to the utility, does everything within its authority to protect the consumer.

Staff appreciates your comments and the interest taken on the proposed rate increase. If you should have any questions relating to this issue, please call me at [REDACTED]

Deb Reagan
Utilities Division
AZ Corporation Commission
End of Comments

Date Completed: 7/27/2006

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